

Dee May
Executive Director
Federal Regulatory

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verizon

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**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY**

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January 30, 2001

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St., S.W. – Portals
Washington, DC 20554

ORIGINAL

RE: Application by Verizon New England Inc., et al., for Authorization To Provide
In-Region, InterLATA Services in Massachusetts, Docket No. 01-9

Dear Ms. Salas:

As requested by Mr. E. Einhorn in the above proceeding, I have attached a copy of the MA C2C report filed with the MA DTE on January 25. The attached is a redacted version of the report. We are filing separately a confidential version of the report.

Sincerely,

Dee May / AS

Attachment

cc: E. Einhorn
K. Farroba
S. Pie

No. of Copies rec'd 0+1
List A B C D E

REDACTED--FOR PUBLIC INSPECTION

Bruce P. Beausejour
Vice President and General Counsel – New England

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Boston, MA 02110

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January 25, 2001

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
Commonwealth of Massachusetts
One South Station, 2nd Fl.
Boston, MA 02110

Re: D.T.E. 99-271

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' aggregate performance report for December 2000 using the Carrier-to-Carrier ("C2C") Guidelines. The number of observations shown for Verizon's UNE 2-wire xDSL provisioning and maintenance are associated with Verizon Advanced Data, Inc. (VADI) and are considered proprietary. A separate proprietary version of the December C2C aggregate report is being filed under separate cover to the Department only.

Copies of carrier-specific C2C reports are sent to carriers upon request to their Account Manager.

Thank you for your assistance to this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Bruce P. Beausejour".

Bruce P. Beausejour

Enclosure

cc: Cathy Carpino, Esquire, Hearing Officer
Tina Chin, Esquire, Hearing Officer
Michael Isenberg, Esquire, Director – Telecommunications Division
Attached Service List

BRUCE P. BEAUSEJOUR
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January 25, 2001

Cathy Carpino, Esquire, Hearing Officer
Department of Telecommunications and Energy
Commonwealth of Massachusetts
One South Station, 2nd Fl.
Boston, MA 02110

Re: D.T.E. 99-271

Dear Ms. Carpino:

Enclosed you will find a proprietary version of the December C2C aggregate report that includes Verizon Advanced Data, Inc., (VADI) information for UNE 2-wire xDSL provisioning and maintenance observations.

Verizon MA is requesting that this information be treated confidentially by the Department.

Thank you for your assistance to this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Bruce P. Beausejour".

Bruce P. Beausejour

Enclosure

cc: Mary Cottrell w/o attachment

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

POE-ORDERING		Actual Performance				Observations	
Metric #		Standard	Vz	CLEC	Difference		
PO-1 - Response Time OSS Ordering Interface							
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	1.18	2.49	1.31		
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	1.18	1.23	0.05		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.13	2.97	2.85		
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.13	0.87	0.74		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	3.92	3.24	-0.68		
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	3.92	1.93	-1.99		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.34	3.60	3.27		
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	0.34	5.14	4.81		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	4.74	4.39	-0.35		
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	4.74	3.00	-1.74		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	11.85	3.02	-8.82		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	11.85	2.22	-9.62		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.04	2.65	2.61		
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	0.04	1.08	1.04		
PO-1-08	% Timeouts - EDI	not > .33%		0.02			
PO-1-08	% Timeouts - CORBA	not > .33%		0.05			
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	1.18	2.91	1.73		
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	1.18	1.37	0.19		
PO-1-10	Parsed CSR - CLEC Total - EDI	TBD		2.51			
PO-1-10	Parsed CSR - CLEC Total - CORBA	TBD		UD			
PO-2 - OSS Interface Availability*							
PO-2-01	OSS Interf. Avail. - Total - EDI	24 hours x 7 days	99.94		133920		
PO-2-01	OSS Interf. Avail. - Total - CORBA	24 hours x 7 days	99.97		89280		
PO-2-01	OSS Interf. Avail. - Total - Maint. Web GUI (RETAS)	24 hours x 7 days	98.84		89280		
PO-2-01	OSS Interf. Avail. - Total - Pre-order/Order WEB GUI	24 hours x 7 days	98.84		89280		
PO-2-01	OSS Interf. Avail. - Total - Electronic Bonding	24 hours x 7 days	99.74		44640		
PO-2-02	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	99.96		81000		
PO-2-02	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	99.97		54000		
PO-2-02	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%	98.56		54000		
PO-2-02	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%	98.56		54000		
PO-2-02	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	99.85		27000		
PO-2-03	OSS Interf. Avail. - Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	99.91		52920		
PO-2-03	OSS Interf. Avail. - Non-Prime - CORBA		99.98		35280		
PO-2-03	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)		99.25		35280		
PO-2-03	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI		99.25		35280		
PO-2-03	OSS Interf. Avail. - Non-Prime - Electronic Bonding		99.58		17640		
PO-5 - Average Notification of Interface Outage							
PO-5-01	Average Notice of Interface Outage*	<20 minutes	9.25		4		
PO-6 - Software Validation							
PO-6-01	Software Validation	<= 5%	0.00		125		
PO-7 - Software Problem Resolution Timeliness							
PO-7-01	% Software Problem Res. Timeliness	>=95%	UD				
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours	UD				
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days	UD				
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours	NA				
PO-8 - Manual Loop Qualification							
PO-8-01	Average Response Time - Manual Loop Qualification	95% within 48 Hours	UD				
PO-8-02	Average Response Time - Engineering Record Request	95% within 72 Hours	UD				
Change Notification							
PO-4 - Timeliness of Change Management Notice							
PO-4-01	% Notices Sent on Time - Emergency Maint.	>= 95% and no delayed notices and documentation over 8 days	100		7		
PO-4-01	% Notices Sent on Time - Regulatory		100		3		
PO-4-01	% Notices Sent on Time - Industry Standard		NA				
PO-4-01	% Notices Sent on Time - Verizon Orig.		100		6		
PO-4-01	% Notices Sent on Time - CLEC Orig.		100		6		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	NA				
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA				
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days	NA				
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	>=66 days	NA				
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig.	>=66 days	NA				
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation	NA				
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA				
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days	NA				
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	>=66 days	NA				
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - CLEC Orig.	>=66 days	NA				
continued							

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation*		Standard	CLEC Perf	CLEC Obs
Metric #	PO-4 - Timeliness of Change Management Notice			
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed notices and documentation over 8 days	NA	
PO-4-01	% Notices Sent on Time - Ind. Std.		NA	
PO-4-01	% Notices Sent on Time - Verizon Orig.		NA	
PO-4-01	% Notices Sent on Time - CLEC Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	# Period not set, default to Ind. Std. Time	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig.		NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	# Period not set, default to Ind. Std. Time	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.		NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - CLEC Orig.		NA	

TRUBLE REPORTING (OSS)

MR-1 - Response Time OSS Maintenance Interface		Actual Performance			
Metric #		Parity plus < 4 Seconds	Vz	CLEC	Difference
MR-1-01	Create Trouble	Parity plus < 4 Seconds	5.55	5.18	-0.37
MR-1-02	Status Trouble	Parity plus < 4 Seconds	4.43	2.35	-2.08
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	5.55	NA	
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	6.57	6.75	0.18
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	0.56	0.96	0.40
MR-1-06	Test Trouble (POTS Only)**	Parity plus < 4 Seconds	57.53	45.29	-12.24

BILLING

BI-1 - Timeliness of Daily Usage Feed				
Metric #				
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	98.09	38822777
BI-1-02	% DUF in 4 Business Days		98.44	
BI-1-03	% DUF in 5 Business Days		98.71	
BI-1-04	% DUF in 8 Business Days		99.02	
BI-2 - Timeliness of Carrier Bill				
BI-2-01	Timeliness of Carrier Bill*	98% in 10 Business Days	100.00	163
BI-3 - Billing Accuracy				
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	0.48	35930261
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.16	178608

OPERATOR SERVICES & DATABASES**

OD-1 - Operator Services - Speed of Answer				
Metric #				
OD-1-01	Average Speed of Answer - Operator Services - NE OSC	Parity with VZ Retail	1.5	0.2
OD-1-02	Average Speed of Answer - Directory Assistance - NE OSC	Parity with VZ Retail	2.9	1.2

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering - Ordering** (secs)	80% within 30 Seconds	6.68	
PO-3-02	% Answered within 30 Seconds - Ordering**		95.60	8104
PO-3-03	Average Speed of Answering - Repair (secs)		8.01	
PO-3-04	% Answered within 30 Seconds - Repair	80% within 30 Seconds	96.71	117484
POTS & Pre-qualified Complex - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)	95% within 2 Hours	0.37	
OR-1-02	% On Time LSRC - Flow Through		99.46	5732
OR-1-03	Average LSRC Time < 10 Lines		9.21	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	97.76	5974
OR-1-05	Average LSRC Time >= 10 Lines	95% within 72 Hours	22.22	
OR-1-06	% On Time LSRC >= 10 Lines		97.96	98
OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)	95% within 2 Hours	0.02	
OR-2-02	% On Time LSR Reject - Flow Through		99.97	3653
OR-2-03	Average LSR Reject Time < 10 Lines		9.19	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	97.81	2597
OR-2-05	Average LSR Reject Time >= 10 Lines	95% within 72 Hours	7.65	
OR-2-06	% On Time LSR Reject >= 10 Lines		100.00	10
2 Wire Digital Services				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	21.51	
OR-1-04	% On Time LSRC < 10 Lines		92.11	38
OR-1-05	Average LSRC Time >= 10 Lines		82.38	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	0.00	1
OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 72 Hours	12.00	
OR-2-04	% On Time LSR Reject < 10 Lines		100.00	127
OR-2-05	Average LSR Reject Time >= 10 Lines		0.18	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	1
2 Wire xDSL Services				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	NA	
OR-1-04	% On Time LSRC < 10 Lines		NA	
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 72 Hours	NA	
OR-2-04	% On Time LSR Reject < 10 Lines		NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
POTS / Special Services - Aggregate				
OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard	46.64	14589
OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice - Average Response Time	95% by next bus. day at noon	0.09	
OR-4-02	Completion Notice - % On Time		99.37	8996
OR-4-03	% Orders Excluded from % On Time Measurement		UD	
OR-4-04	Work Completion Notice - Average Response Time	95% by next bus. day at noon	0.00	
OR-4-05	Work Completion Notice - % On Time		99.96	9513
OR-4-06	Average Duration - Work Completion (SOP) to Bill Completion		UD	
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Party with Retail	0.39	
OR-4-08	% SOP to Bill Completion > 1 Business Day	Party with Retail	0.38	8996
			11.99	8996
OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total	No Standard Developed	46.98	12236
OR-5-02	% Flow Through - Simple	No Standard Developed	48.56	11804
OR-5-03	% Flow Through Achieved	95%	UD	
OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders**	95% Orders without Errors	92.72	371
OR-6-02	% Accuracy - Opportunities**	95% Orders without Errors	98.90	9034
OR-6-03	% Accuracy - LSRC**	95% Orders without Errors	99.00	400
Special Services - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines DS0	95% within 48 Hours	NA	
OR-1-03	Average LSRC Time < 10 Lines DS1		NA	
OR-1-03	Average LSRC Time < 10 Lines DS3		19.76	
OR-1-04	% On Time LSRC < 10 Lines DS0	95% within 48 Hours	NA	
OR-1-04	% On Time LSRC < 10 Lines DS1		NA	
OR-1-04	% On Time LSRC < 10 Lines DS3		99.17	360
OR-1-05	Average LSRC Time >= 10 Lines DS0	95% within 48 Hours	5.11	
OR-1-05	Average LSRC Time >= 10 Lines DS1		NA	
OR-1-05	Average LSRC Time >= 10 Lines DS3		NA	
OR-1-06	% On Time LSRC >= 10 Lines DS0	95% within 72 Hours	13.33	
OR-1-06	% On Time LSRC >= 10 Lines DS1		100.00	1
OR-1-06	% On Time LSRC >= 10 Lines DS3		NA	
OR-1-06	% On Time LSRC >= 10 Lines (Non DS0, DS1, & DS3)	95% within 72 Hours	100.00	15
OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 48 Hours	11.58	
OR-2-04	% On Time LSR Reject < 10 Lines		100.00	415
OR-2-05	Average LSR Reject Time >= 10 Lines		20.46	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	1

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

Metric #		Standard		Actual Performance		Number of Observations		Standard Deviation		Sampling Error	
				Vz	CLEC Aggregate	Vz	All CLECs				
POTS - Provisioning - Total											
PR-1 - Average Interval Offered											
PR-1-04	Average Interval Offered - Dispatch (6-9 Lines)	Parity with Retail		9.53	7.91	160	34	9.92		1.87	
PR-1-05	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with Retail		10.06	8.03	147	29	6.90		1.40	
PR-2 - Average Completed Interval											
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)	Parity with Retail		9.53	8.28	126	25	9.69		2.12	
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail		10.60	8.27	110	22	7.95		1.86	
PR-3 - Completed within Specified Days											
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail		75.81	50.78	117242	2190			0.92	
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail		84.37	62.42	117242	2190			0.78	
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail		87.22	74.11	117242	2190			0.72	
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail		8.04	2.66	12882	451			1.30	
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail		13.80	11.31	12882	451			1.65	
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail		26.91	37.92	12882	451			2.12	
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail		85.01	80.88	130124	2641			0.70	
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail		91.86	89.68	117242	2190			0.59	
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail		73.16	84.48	12882	451			2.12	
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail		93.06	91.56	130124	2641			0.50	
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Parity with Retail		3.53	2.98	1873	52	6.33		0.89	
PR-4-03	% Missed Appointment - Customer	None: Analysis Only		1.74	2.24						
PR-4-04	% Missed Appointment - Verizon - Dispatch	Parity with Retail		6.96	5.83	26017	875			0.87	
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Parity with Retail		0.03	0.01	181197	7951			0.02	
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only			0.00		8826				
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with Retail		0.52	0.42	207214	8826			0.08	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail		0.02	0.01	207214	8826			0.02	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail		0.00	0.00	207214	8826				
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days	Parity with Retail		2.74	1.84	211295	21250			0.12	
PR-6-02	% Installation Troubles reported within 7 Days	Parity with Retail		1.60	1.05	211295	21250			0.09	
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		2.16	1.19	211295	21250			0.10	
POTS - Business											
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with Retail		2.17	3.07	15899	1881	4.71		0.11	
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail		5.75	4.13	1424	353	4.53		0.27	
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with Retail		1.91	2.70	13899	1677	4.48		0.12	
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail		6.75	4.64	1192	305	8.78		0.56	
POTS - Residence											
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with Retail		1.14	2.35	140538	1393	3.44		0.09	
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail		4.77	4.09	13306	225	3.50		0.24	
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with Retail		1.03	1.96	135947	1282	2.69		0.08	
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail		5.06	4.27	11690	146	3.97		0.33	
POTS & Complex Aggregate											
PR-1 - Average Interval Offered											
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Parity with Retail		4.26	5.50	67138	2796	7.79		0.15	
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Parity with Retail		7.61	5.92	392	24	5.64		1.19	
PR-2 - Average Completed Interval											
PR-2-10	Average Interval Completed - Disconnects - No Dispatch	Parity with Retail		3.92	5.05	60600	2320	7.31		0.15	
PR-2-11	Average Interval Completed - Disconnects - Dispatch	Parity with Retail		7.50	6.14	355	21	5.39		1.21	
2-Wire Digital Services											
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with Retail		6.07	2.49	231	49	8.55		1.34	
PR-1-02	Average Interval Offered - Total Dispatch	Parity with Retail		11.42	9.26	166	27	8.49		1.76	
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with Retail		2.13	2.17	125	46	3.82		0.66	
PR-2-02	Average Interval Completed - Total Dispatch	Parity with Retail		11.56	10.04	99	23	10.06		2.33	
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Parity with Retail		7.97	6.00	34	3	9.17		5.52	
PR-4-03	% Missed Appointment - Customer	None: Analysis Only		17.43	5.33						
PR-4-04	% Missed Appointment - Verizon - Dispatch	Parity with Retail		5.19	6.90	636	29			4.21	
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Parity with Retail		0.53	2.17	190	46			1.19	
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only			0.00		75				
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with Retail		2.06	0.00	826	75			1.71	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail		0.36	0.00	826	75			0.72	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail		0.00	0.00	826	75				
PR-6 - Installation Quality											
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail		1.24	0.43	2573	232			0.76	
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with Retail		2.06	4.74	2573	232			0.97	

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

2-Wire DSL Services

Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error
PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	6.89	3.83	6297	6	2.45	1.00
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	6.24	NA	38		1.24	
PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	6.89	4.25	6030	4	1.76	0.88
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	6.29	NA	34		1.29	
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with Retail	11.50	NA	10		21.61	
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	0.49	20.00				
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	2.13	NA	47			
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	0.10	0.00	8670	5		1.41
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		5		
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.01	0.00	8717	5		0.45
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	8717	5		
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	8717	5		
PR-6 - Installation Quality								
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with Retail	2.79	7.14	8703	14		4.41
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with Retail	4.14	7.14	8703	14		5.33
Special Services - Provisioning								
PR-1 - Average Interval Offered								
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	5.94	4.38	1567	253	6.93	0.47
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	10.72	10.56	606	64	7.06	0.93
PR-1-06	Average Interval Offered – DS0	Parity with Retail	6.57	5.01	470	166	6.69	0.60
PR-1-07	Average Interval Offered – DS1	Parity with Retail	13.64	9.44	294	61	7.12	1.00
PR-1-08	Average Interval Offered – DS3	Parity with Retail	NA	NA				
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with Retail	8.08	6.71	2456	139	10.33	0.90
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with Retail	12.48	7.00	281	9	20.33	6.88
PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	4.81	3.77	1186	213	6.87	0.51
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	11.63	12.15	451	48	10.23	1.55
PR-2-06	Average Interval Completed – DS0	Parity with Retail	5.73	4.47	337	139	6.15	0.62
PR-2-07	Average Interval Completed – DS1	Parity with Retail	13.74	11.09	168	46	12.96	2.16
PR-2-08	Average Interval Completed – DS3	Parity with Retail	NA	NA				
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with Retail	9.31	5.80	1752	102	17.05	1.74
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with Retail	14.10	7.71	128	7	22.62	8.78
PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment – Verizon – Total	Parity with Retail	2.04	0.74	2013	404		0.77
PR-4-02	Average Delay Days – Total	Parity with Retail	12.10	29.67	41	3	12.44	7.44
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	10.63	5.69				
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		404		
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.35	0.00	2013	404		0.32
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.05	0.00	2013	404		0.12
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	2013	404		
PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with Retail	0.47	0.71	15717	3234		0.13
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.02	0.00	15717	3234		0.03
Legend Notations defined on Legend sheet - last page								

Z-Score

0.86
1.45

0.59
1.25

-27.10
-28.03
-18.21
-4.13
-1.51
5.18
-5.89
-3.70
5.33
-3.00

0.62
1.29
1.01

1.28
0.65

7.64
6.02
9.29

-7.84
6.01

-6.82
3.75

-13.06
2.89

-12.32
2.39

-8.25
1.42

-7.31
1.12

2.66
1.23

-0.06
0.65

0.36
-0.41
-1.37

1.20
0.50

1.07
-2.75

Z-Score

3.06

3.00

0.07

0.02

-0.99
-0.56

3.32
0.17
2.58
4.19
1.52
0.80

2.03
-0.33
2.03
1.23
2.02
0.73

1.69
-2.36

1.09
0.41

-1.82
0.72

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS/Complex - Maintenance

Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error
MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate – Loop	Parity with Retail	0.98	0.48	4170853	317511		0.02
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.08	0.07	4170853	317511		0.01
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	17.39	7.90				
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.72	0.37	4170853	317511		0.02
MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	7.68	7.54	40711	1512		0.70
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	7.96	7.04	3392	213		1.91
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	4.95	5.09	30077	1160		0.65
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	4.14	4.11	34443	1314		0.56
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	36.57	34.88	4673	172		3.74
MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	16.98	13.00	44103	1725	16.87	0.41
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with Retail	17.53	13.53	40711	1512	16.75	0.44
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	10.37	9.30	3392	213	16.67	1.18
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	78.55	88.46	44103	1725		1.01
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	78.91	70.04	34643	1415		1.11
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	56.12	41.84	34643	1415		1.35
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	21.09	11.94	34643	1415		1.11
MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	18.00	16.81	44103	1725		0.94

Special Services - Maintenance

MR-2-01	Network Trouble Report Rate	Parity with Retail	0.23	0.35	470912	28438		0.03
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.11	0.21	470912	28438		0.02
MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with Retail	8.32	8.92	1065	99	9.38	0.99
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	94.08	94.95	1065	99		2.48
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	64.89	71.25	1031	80		5.54
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	5.92	5.00	1031	80		2.74
MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	19.72	28.28	1065	99		4.18

Legend Notations defined on Legend sheet - last page

Z-Score

27.62
2.72
22.84

0.20
0.48
-0.22
0.05
0.45

9.62
9.12
0.91
9.84
8.02
10.61
8.27

1.26

-4.20
-4.78

-0.61
0.35
-1.15
0.34

-2.05

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Preordering		Standard	CLEC Aggregate Performance		CLEC Aggregate Observations	
Metric #						
PO-3 - Contact Center Availability						
PO-3-01	Average Speed of Answering - Ordering* (secs)	80% within 30 Seconds	11.33			
PO-3-02	% Answered within 30 Seconds - Ordering*		89.61		36062	
PO-3-03	Average Speed of Answering - Repair (secs)	80% within 30 Seconds	8.01			
PO-3-04	% Answered within 30 Seconds - Repair		96.71		117484	
Platforms						
OR-1 - Order Confirmation Timeliness						
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	95% within 2 Hours	0.14			
OR-1-02	% On Time LSRC - Flow Through		99.68		2822	
OR-1-03	Average LSRC Time < 10 Lines	95% within 24 Hours	9.33			
OR-1-04	% On Time LSRC < 10 Lines		97.61		585	
OR-1-05	Average LSRC Time >= 10 Lines	95% within 72 Hours	6.90			
OR-1-06	% On Time LSRC >= 10 Lines		100.00		7	
OR-2 - Reject Timeliness						
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	95% within 2 Hours	0.16			
OR-2-02	% On Time LSR Reject - Flow Through		99.74		772	
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 24 Hours	8.32			
OR-2-04	% On Time LSR Reject < 10 Lines		98.70		460	
OR-2-05	Average LSR Reject Time >= 10 Lines	95% within 72 Hours	0.00			
OR-2-06	% On Time LSR Reject >= 10 Lines		NA			
OR-6 - Order Accuracy						
OR-6-01	% Accuracy - Orders*	95% orders without errors	89.62		395	
OR-6-02	% Accuracy - Opportunities*	95% orders without errors	98.46		4556	
OR-6-03	% Accuracy - LSRC*	95% orders without errors	99.45		363	
Loop/Pre-qualified Complex/LNP						
OR-1 - Order Confirmation Timeliness						
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	95% within 2 Hours	0.05			
OR-1-02	% On Time LSRC - Flow Through		99.79		12676	
OR-1-03	Average LSRC Time < 10 Lines	95% within 24 Hours	6.73			
OR-1-04	% On Time LSRC < 10 Lines		97.88		10420	
OR-1-05	Average LSRC Time >= 10 Lines	95% within 72 Hours	10.06			
OR-1-06	% On Time LSRC >= 10 Lines		99.74		392	
OR-2 - Reject Timeliness						
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	95% within 2 Hours	0.00			
OR-2-02	% On Time LSR Reject - Flow Through		99.95		2125	
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 24 Hours	9.01			
OR-2-04	% On Time LSR Reject < 10 Lines		96.98		2154	
OR-2-05	Average LSR Reject Time >= 10 Lines	95% within 72 Hours	15.93			
OR-2-06	% On Time LSR Reject >= 10 Lines		98.82		85	
OR-6 - Order Accuracy						
OR-6-01	% Accuracy - Orders*	95% orders without errors	88.86		368	
OR-6-02	% Accuracy - Opportunities*	95% orders without errors	98.20		2660	
OR-6-03	% Accuracy - LSRC*	95% orders without errors	92.75		400	
2 Wire Digital Services						
OR-1 - Order Confirmation Timeliness						
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	4.68			
OR-1-04	% On Time LSRC < 10 Lines (Electronic)		100.00		1	
OR-1-05	Average LSRC Time >= 10 Lines	95% within 72 Hours	15.44			
OR-1-06	% On Time LSRC >= 10 Lines		100.00		4	
OR-2 - Reject Timeliness						
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 72 Hours	0.00			
OR-2-04	% On Time LSR Reject < 10 Lines		NA			
OR-2-05	Average LSR Reject Time >= 10 Lines	95% within 72 Hours	0.00			
OR-2-06	% On Time LSR Reject >= 10 Lines		NA			
2 Wire xDSL Services						
OR-1 - Order Confirmation Timeliness						
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	18.85			
OR-1-04	% On Time LSRC < 10 Lines (Electronic)		96.77		712	
OR-1-05	Average LSRC Time >= 10 Lines	95% within 72 Hours	NA			
OR-1-06	% On Time LSRC >= 10 Lines		NA			
OR-2 - Reject Timeliness						
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 72 Hours	17.16			
OR-2-04	% On Time LSR Reject < 10 Lines		97.75		355	
OR-2-05	Average LSR Reject Time >= 10 Lines	95% within 72 Hours	NA			
OR-2-06	% On Time LSR Reject >= 10 Lines		NA			
POTS / Special Services - Aggregate						
OR-3 - Percent Rejects (ASRs + LSRs)						
OR-3-01	% Rejects	No Standard	21.07		29779	
OR-4 - Timeliness of Completion Notification						
OR-4-01	Completion Notice - Average Response Time	95% by next bus. day at noon	0.02			
OR-4-02	Completion Notice - % On Time		99.92		19048	
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD			
OR-4-04	Work Completion Notice - Average Response Time		0.00			
OR-4-05	Work Completion Notice - % On Time	95% by next bus. day at noon	100.00		19527	
OR-4-06	Average Duration - Work Completion (SOP) to Bill Completion		Party with Retail	0.39		
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Party with Retail	UD		19048	
OR-4-08	% SOP to Bill Completion > 1 Business Day		5.38		19048	
OR-5 - Percent Flow-Through						
OR-5-01	% Flow Through - Total (ASRs + LSRs)	No Standard Developed	55.27		28208	
OR-5-02	% Flow Through - Simple	No Standard Developed	57.61		26902	
OR-5-03	% Flow Through Achieved	95%	UD			

continued

**Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000**

**CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES**

Special Services - Electronically Submitted

Metric #

OR-1 - Order Confirmation Timeliness (ASRs + LSRs)

OR-1-03	Average LSRC Time < 10 Lines DS0 ¹
OR-1-03	Average LSRC Time < 10 Lines DS1 ¹
OR-1-03	Average LSRC Time < 10 Lines DS3 ¹
OR-1-03	Average LSRC Time < 10 Lines (Non DS0, DS1, & DS3)
OR-1-04	% On Time LSRC < 10 Lines DS0
OR-1-04	% On Time LSRC < 10 Lines DS1
OR-1-04	% On Time LSRC < 10 Lines DS3
OR-1-04	% On Time LSRC < 10 Lines (Non DS0, DS1, & DS3)
OR-1-05	Average LSRC Time >= 10 Lines DS0
OR-1-05	Average LSRC Time >= 10 Lines DS1
OR-1-05	Average LSRC Time >= 10 Lines DS3
OR-1-05	Average LSRC Time >= 10 Lines (Non DS0, DS1, & DS3)
OR-1-06	% On Time LSRC >= 10 Lines DS0
OR-1-06	% On Time LSRC >= 10 Lines DS1
OR-1-06	% On Time LSRC >= 10 Lines DS3
OR-1-06	% On Time LSRC >= 10 Lines (Non DS0, DS1 & DS3)

Standard

95% within 48 Hours
95% within 48 Hours
95% within 48 Hours

CLEC Aggregate
Performance

CLEC Aggregate
Observations

3.72	
118.43	
77.74	
7.79	
100.00	61
29.95	217
0.00	7
99.37	158
18.36	
NA	
NA	
9.18	
100.00	4
NA	
NA	
100.00	20

OR-2 - Reject Timeliness (ASRs + LSRs)

OR-2-03	Average LSR Reject Time < 10 Lines
OR-2-04	% On Time LSR Reject < 10 Lines
OR-2-05	Average LSR Reject Time >= 10 Lines
OR-2-06	% On Time LSR Reject >= 10 Lines

95% within 48 Hours
95% within 72 Hours

20.52	
93.62	141
8.30	
100.00	13

Special Services - FAX/MAIL Submitted

OR-1 - Order Confirmation Timeliness

OR-1-07	Average ASRC Time < 10 Lines DS0 ¹
OR-1-07	Average ASRC Time < 10 Lines DS1 ¹
OR-1-07	Average ASRC Time < 10 Lines DS3 ¹
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)
OR-1-08	% On Time ASRC < 10 Lines DS0
OR-1-08	% On Time ASRC < 10 Lines DS1
OR-1-08	% On Time ASRC < 10 Lines DS3
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)
OR-1-09	Average ASRC Time >= 10 Lines DS0
OR-1-09	Average ASRC Time >= 10 Lines DS1
OR-1-09	Average ASRC Time >= 10 Lines DS3
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)
OR-1-10	% On Time ASRC >= 10 Lines DS0
OR-1-10	% On Time ASRC >= 10 Lines DS1
OR-1-10	% On Time ASRC >= 10 Lines DS3
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)

95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 96 Hours
95% within 96 Hours
95% within 96 Hours
95% within 96 Hours

NA	
148.68	
470.14	
NA	
NA	
65.71	35
39.53	43
NA	
NA	
NA	
NA	
NA	
NA	
NA	
NA	
NA	

OR-2 - Reject Timeliness

OR-2-07	Average LSR Reject Time < 10 Lines
OR-2-08	% On Time LSR Reject < 10 Lines
OR-2-09	Average LSR Reject Time >= 10 Lines
OR-2-10	% On Time LSR Reject >= 10 Lines

95% within 72 Hours
95% within 96 Hours

35.75	
92.31	13
NA	
NA	

¹INCLUDES 72 HOUR FACILITY CHECK

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

POTS - Provisioning

Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10>=Negotiated		7.99		893			
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Partly with Retail	2.17	NA	15899		4.71		
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Partly with Retail	2.17	1.01	15899	1071	4.71	0.15	7.80
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Partly with Retail	5.75	5.21	1424	47	4.53	0.67	0.80
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Partly with Retail	5.75	4.15	1424	26	4.53	0.90	1.78
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Partly with Retail	9.53	8.47	160	15	9.92	2.68	0.40
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Partly with Retail	9.53	NA	160		9.92		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Partly with Retail	10.06	9.83	147	6	6.90	2.87	0.08
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Partly with Retail	10.06	6.00	147	1	6.90	6.92	0.59
PR-2 - Average Completed Interval									
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10>=Negotiated		8.11		591			
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Partly with Retail	1.91	NA	13899		4.48		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Partly with Retail	1.91	0.96	13899	1042	4.48	0.14	6.60
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Partly with Retail	6.75	6.08	1192	39	8.78	1.43	0.47
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Partly with Retail	6.75	4.10	1192	21	8.78	1.93	1.37
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Partly with Retail	9.53	11.42	126	12	9.69	2.93	-0.65
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Partly with Retail	9.53	NA	126		9.69		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Partly with Retail	10.60	11.67	110	3	7.95	4.65	-0.23
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Partly with Retail	10.60	11.00	110	1	7.95	7.99	-0.05
PR-3 - Completed within X Days - Platform & Other (Switch & INP)									
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Partly with Retail	75.81	78.61	117242	935		1.41	1.99
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Partly with Retail	84.37	93.48	117242	935		1.19	7.64
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Partly with Retail	87.22	97.01	117242	935		1.10	8.93
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Partly with Retail	9.04	9.52	12882	21		5.94	0.25
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Partly with Retail	13.80	23.81	12882	21		7.53	1.33
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Partly with Retail	26.91	42.86	12882	21		9.69	1.65
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Partly with Retail	85.01	97.18	130124	956		1.18	10.50
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Partly with Retail	91.86	99.14	117242	935		0.90	8.11
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Partly with Retail	73.16	80.95	12882	21		9.68	0.80
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Partly with Retail	93.06	99.27	130124	956		0.82	7.53
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Partly with Retail	3.53	3.65	1873	26	6.33	1.25	-0.10
PR-4-03	% Missed Appt. - Customer	None: Analysis Only	1.74	1.25					
PR-4-04	% Missed Appt. - Verizon - Dispatch - Loop New	Partly with Retail	6.96	10.31	26017	194		1.83	-1.83
PR-4-04	% Missed Appt. - Verizon - Dispatch - Platform	Partly with Retail	6.96	9.98	26017	64		3.16	-0.76
PR-4-04	% Missed Appt. - Verizon - Dispatch - Hot Cut	Partly with Retail	6.96	1.23	26017	326			
PR-4-05	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	Partly with Retail	0.03	0.17	181197	1737		0.04	-3.35
PR-4-05	% Missed Appt. - Verizon - No Dispatch - Other	Partly with Retail	0.03	NA	181197				
PR-4-05	% Missed Appt. - Verizon - No Dispatch - Platform	Partly with Retail	0.03	0.00	181197	3166		0.03	0.97
PR-9-01	% On Time Performance - Hot Cut	95% Completed Within Window		96.69		2061			
PR-9-02	% Early Cuts - Lines	No Standard Established		UD					
PR-9-03	% Early Cuts - Orders	No Standard Established		UD					
PR-9-04	% Defective Cuts - Lines	No Standard Established		UD					
PR-9-05	% Defective Cuts - Orders	No Standard Established		UD					
PR-9-06	% Late Cuts - Lines	No Standard Established		UD					
PR-9-07	% Late Cuts - Orders	No Standard Established		UD					
PR-9-08	Average Duration of Service Interruption	No Standard Established		UD					
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	None: Analysis Only		0.15		2063			
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	None: Analysis Only		NA					
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform	None: Analysis Only		0.00		3230			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - Verizon - Facilities	Partly with Retail	0.52	0.55	207214	3431		0.12	-0.24
PR-5-02	% Orders Held for Facilities > 15 Days	Partly with Retail	0.02	0.03	207214	3431		0.02	-0.41
PR-5-03	% Orders Held for Facilities > 60 Days	Partly with Retail	0.00	0.00	207214	3431			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Partly with Retail	2.74	1.65	211295	9203		0.17	6.24
PR-6-01	% Installation Troubles reported within 30 Days - Other	Partly with Retail	2.74	1.33	211295	4586		0.24	5.78
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%		0.35		6558			
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Partly with Retail	1.60	0.74	211295	9203		0.13	6.43
PR-6-02	% Installation Troubles reported within 7 Days - Other	Partly with Retail	1.60	0.65	211295	4586		0.19	5.04
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	2.16	2.51	211295	9203		0.15	-2.24
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only	2.16	0.63	211295	4586		0.22	7.05
POTS & Complex Aggregate									
PR-1 - Average Interval Offered									
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Partly with Retail	4.26	5.13	67138	1426	7.79	0.21	-4.17
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Partly with Retail	7.61	5.41	392	17	5.64	1.40	1.57
PR-2 - Average Completed Interval									
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Partly with Retail	3.92	4.78	60600	1199	7.31	0.21	-4.03
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Partly with Retail	7.50	7.17	355	12	5.39	1.58	0.21
2-Wire Digital Services									
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch	Partly with Retail	6.07	6.71	231	35	8.55	1.55	-0.41
PR-1-02	Av. Interval Offered - Total Dispatch	Partly with Retail	11.42	7.70	166	66	8.49	1.24	3.01
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed - Total No Dispatch	Partly with Retail	2.13	8.00	125	3	3.82	2.23	-2.63
PR-2-02	Av. Interval Completed - Total Dispatch	Partly with Retail	11.56	9.64	99	53	10.06	1.71	1.12
PR-3 - Completed within X Days									
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Partly with VZ Retail	87.17	26.32	7513	57		4.45	-13.69
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Partly with Retail	7.97	3.84	34	32	9.17	2.26	1.83
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	17.43	16.49					
PR-4-04	% Missed Appointment - Verizon - Dispatch	Partly with Retail	5.19	10.84	636	286		1.58	-3.58
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Partly with Retail	0.53	20.00	190	5		3.29	-5.92
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		2.75		291			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - Verizon Facilities	Partly with Retail	2.06	8.59	826	291		0.97	-6.74
PR-5-02	% Orders Held for Facilities > 15 Days	Partly with Retail	0.36	0.00	826	291		0.41	0.88
PR-5-03	% Orders Held for Facilities > 60 Days	Partly with Retail	0.00	0.00	826	291			
PR-6 - Installation Quality									
PR-6-01	% Install. Troubles Reported within 30 Days	Partly with Retail	1.24	13.51	2573	296		0.68	-18.04
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Partly with Retail	2.06	15.54	2573	296		0.87	-15.46

continued

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services		Standard		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #				Vz	CLEC Aggregate	Vz	All CLECs						
PR-1 - Average Interval Offered													
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with Retail		6.89	6.90		396	2.45	0.13	-0.08			
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with Retail		6.24	6.59		802	1.24	0.21	-1.70			
PR-2 - Average Completed Interval													
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with Retail		6.89	6.91		11	1.76	0.53	-0.04			
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with Retail		6.29	6.67		688	1.29	0.23	-1.68			
PR-2-13	Av. Interval Completed (DD-2 Test & Serial Number)	No Standard, refer to product interval guide		UD	UD								
PR-2-14	Av. Interval Completed (DD-2 Test Total)			UD									
PR-2-15	Av. Interval Completed (No DD-2 Test & Serial Number)			UD									
PR-2-16	Av. Interval Completed (No DD-2 Test & 800# Provided)			UD									
PR-2-17	Av. Interval Completed (No DD-2 Test & No 800# Provided)			UD									
PR-3 - Completed within X Days													
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail		87.17	72.89	7513	712		1.31	-10.89			
PR-4 - Missed Appointments													
PR-4-02	Average Delay Days - Total	Parity with Retail		11.50	4.70		61	21.61	7.37	0.92			
PR-4-03	% Missed Appointment - Customer	None: Analysis Only		0.49	13.16								
PR-4-04	% Missed Appointment - Verizon - Dispatch	Parity with Retail		2.13	4.19		1457		2.14	-0.96			
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Parity with Retail		0.10	0.00		32		0.56	0.18			
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.47	0.47		1489						
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time		85.53	87.83	10233	567						
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time			93.12		567						
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time			88.54		314						
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time			92.55		416						
PR-4-18	% Completed On Time - Cmplx (No DD-2 Test & No 800# Provided)	95% on Time			NA								
PR-5 - Facility Missed Orders													
PR-5-01	% Missed Appointment - Verizon Facilities	Parity with Retail		0.01	1.88		1489		0.03	-66.69			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail		0.00	0.07		1489						
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail		0.00	0.00		1489						
PR-6 - Installation Quality													
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail		2.79	5.83		1510		0.46	-6.61			
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail		4.14	8.87		1510		0.56	-8.53			
Special Services - Provisioning													
PR-1 - Average Interval Offered													
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with Retail		5.94	20.75	1567	63	6.93	0.89	-16.63			
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with Retail		10.72	18.74	606	70	7.06	0.89	-9.00			
PR-1-06	Av. Interval Offered - DS0	Parity with Retail		6.57	NA	470		6.69					
PR-1-07	Av. Interval Offered - DS1	Parity with Retail		13.64	18.70	294	118	7.12	0.78	-6.52			
PR-1-08	Av. Interval Offered - DS3	Parity with Retail		NA	27.47		15						
PR-1-09	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		UD	UD								
PR-1-09	Av. Interval Offered - Total - EEL - Loop	EEL Legend		UD	UD								
PR-1-09	Av. Interval Offered - Total - IOF	IOF Legend		UD	UD		115						
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with Retail		8.08	6.08	2456	13	10.33	2.87	0.70			
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with Retail		12.48	NA	281		20.33					
PR-2 - Average Completed Interval													
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with Retail		4.81	31.50	1186	4	6.87	3.44	-7.76			
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with Retail		11.63	26.31	451	32	10.23	1.87	-7.84			
PR-2-06	Av. Interval Completed - DS0	Parity with Retail		5.73	NA	337		6.15					
PR-2-07	Av. Interval Completed - DS1	Parity with Retail		13.74	26.07	168	30	12.96	2.57	-4.80			
PR-2-08	Av. Interval Completed - DS3	Parity with Retail		NA	31.00		6						
PR-2-09	Av. Interval Completed - Total - EEL - Backbone	EEL Legend		UD	UD								
PR-2-09	Av. Interval Completed - Total - EEL - Loop	EEL Legend		UD	UD								
PR-2-09	Av. Interval Completed - Total - IOF	IOF Legend		UD	UD		25						
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with Retail		9.31	6.08	1752	12	17.05	4.94	0.65			
PR-2-11	Av. Interval Completed - Disconnects - Dispatch	Parity with Retail		14.10	NA	128		22.62					
PR-4 - Missed Appointments													
PR-4-01	% Missed Appointment - Verizon - Total	Parity with Retail		2.04	12.66	2013	79		1.62	-6.55			
PR-4-01	% Missed Appointment - Verizon - Total - EEL	Parity with Retail		2.04	UD	2013			1.61	-11.92			
PR-4-01	% Missed Appointment - Verizon - Total - IOF	Parity with Retail		2.04	21.25	2013	80		4.39	-0.09			
PR-4-02	Average Delay Days - Total	Parity with Retail		12.10	12.50	41	10	12.44					
PR-4-02	Average Delay Days - Total - EEL	Parity with Retail		12.10	UD	41		12.44					
PR-4-02	Average Delay Days - Total - IOF	Parity with Retail		12.10	56.88	41	17	12.44	3.59	-12.48			
PR-4-03	% Missed Appointment - Customer	None: Analysis Only		10.63	41.77								
PR-4-03	% Missed Appointment - Customer - EEL	None: Analysis Only		10.63	UD								
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.00	0.00		79						
PR-5 - Facility Missed Orders													
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with Retail		0.35	0.00	2013	79		0.68	0.52			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail		0.05	0.00	2013	79		0.26	0.20			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail		0.00	0.00	2013	79						
PR-6 - Installation Quality													
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/Verizon R1 for Found Troubles		0.47	12.66	15717	79		0.77	-15.78			
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		0.02	0.00	15717	79		0.16	0.12			
PR-7 - Jeopardy Reports													
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD	UD								
Legend Notations defined on Legend sheet - last page													

*Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Maintenance - POTS Loop

Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error
MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate – Loop	Parity with Retail	0.98	0.98	4170853	53535		0.04
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.08	0.13	4170853	53535		0.01
MR-2-04	% Subsequent Reports	I/C/W MRAs	17.39	16.95				
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.72	1.46	4170853	53535		0.04
MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	7.68	10.84	40711	526		1.17
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	7.96	13.43	3392	67		3.34
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	4.95	6.00	30077	783		0.79
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	4.14	8.73	34443	527		0.87
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	36.57	62.50	4673	24		9.86
MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with Retail	16.98	15.38	44103	593	16.87	0.70
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with Retail	17.53	16.35	40711	526	16.75	0.74
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	10.37	7.85	3392	67	16.67	2.06
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	78.55	87.35	44103	593		1.70
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	56.12	50.14	34643	351		2.66
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	21.09	13.11	34643	351		2.19
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	15.38	14.15	34443	527	14.18	0.62
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	34.60	38.42	4673	24	26.32	5.39
MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	18.00	14.17	44103	593		1.59

Maintenance - POTS Platform

MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Platform	Parity with Retail	0.98	0.97	4170853	17883		0.07
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.35	4170853	17883		0.02
MR-2-04	% Subsequent Reports	I/C/W MRAs	17.39	6.69				
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.72	0.84	4170853	17883		0.06
MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment - Platform	Parity with Retail	7.68	5.17	40711	174		2.02
MR-3-02	% Missed Repair Appointment - Central Office	Parity with Retail	7.96	9.52	3392	63		3.44
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	4.95	6.67	30077	150		1.78
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	4.14	3.98	34443	201		1.41
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	36.57	23.53	4673	17		11.70
MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with Retail	16.98	13.37	44103	237	16.87	1.10
MR-4-02	Mean Time To Repair - Loop Trouble - Platform	Parity with Retail	17.53	13.95	40711	174	16.75	1.27
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	10.37	11.73	3392	63	16.67	2.12
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	78.55	85.65	44103	237		2.67
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	78.91	72.78	34643	180		3.05
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	56.12	46.67	34643	180		3.71
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	21.09	15.00	34643	180		3.05
MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	18.00	16.03	44103	237		2.50

2-Wire Digital Services - Maintenance

MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	0.26	1.76	63777	4899		0.08
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.15	0.59	63777	4899		0.06
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.79	2.94	63777	4899		0.13
MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment - Loop	Parity with Retail	41.67	10.47	168	86		6.54
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	18.54	3.08	151	65		5.77
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	63.00	21.43	100	42		8.88
MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with Retail	24.42	18.55	265	115	32.65	3.65
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	28.40	21.97	168	86	32.58	4.32
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	17.38	7.25	97	29	31.77	6.72
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	27.59	22.73	116	66		6.89
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	13.72	12.85	151	65	16.82	2.49
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	42.85	28.67	100	42	42.58	7.83
MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	15.47	23.48	265	115		4.04

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CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES continued

2-Wire DSL Services - Maintenance

Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error
MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	0.08	1.29		17401		0.03
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.25	0.30		17401		0.05
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	2.01	1.91		17401		0.13
MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment - Loop	Parity with Retail	25.93	12.50		224		8.93
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	10.31	2.75		182		3.82
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	27.27	27.17		92		14.21
MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with Retail	17.80	19.05		277	19.52	2.21
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	33.18	21.08		224	25.60	5.22
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	12.75	10.48		53	13.88	2.45
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	0.00	27.22		169		
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	16.90	10.40		182	19.15	2.41
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	25.00	36.45		92	22.75	7.26
MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	16.51	13.36		277		4.20
Special Services - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.23	1.32	470912	3032		0.09
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.11	2.67	470912	3032		0.06
MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with Retail	8.32	8.58	1065	40	9.38	1.51
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	94.08	92.50	1065	40		3.80
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	64.89	78.13	1031	32		8.57
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	5.92	9.38	1031	32		4.24
MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	19.72	7.50	1065	40		6.41
Legend Notations defined on Legend sheet - last page								

Z-Score

-0.15
-3.53
-20.15

-2.70
-1.64
-1.34
-5.25
-2.63

2.29
1.61
1.22
5.19
2.25
3.65
1.98
-0.71

2.41

0.04
-12.68
-1.86

1.24
-0.45
-0.97
0.11
1.11

3.29
2.82
-0.64
2.66
2.01
2.55
2.00

0.79

-19.63
-7.61
-16.40

4.77
2.68
4.68

1.61
1.49
1.51
0.71
0.35
1.81

-1.98

Z-Score

-44.79
-1.16
0.75

1.50
1.98
0.01

-0.57
2.32
0.93
2.70
-1.58

0.75

-12.63
-41.80

-0.18
-0.42
-1.55
-0.82

1.91

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

CLEC Aggregate Performance
TRUNKS

ORDERING

ORDERING		Aggregate Interconnection	
Metric #	Standard	Actual Performance	Number of Observations
OR 1 - Order Confirmation Timeliness			
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	23.20	
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)	14.56	
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	80.00	10
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	71.88	96
OR-1-13	% On Time Design Layout Record (DLR)	100.00	106
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted)	NA	
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted)	NA	
OR-2 - Reject Timeliness			
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	2.25	
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	100.00	4

PROVISIONING

PROVISIONING		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
		Vz	CLEC Aggregate	Vz	All CLECs				
PR-1 - Average Interval Offered									
PR-1-09	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	41.29	21.00	7	4	17.57	11.01	1.84
PR-1-09	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	21.45	23.37	33	60	5.26	1.14	-1.68
PR-2 - Average Interval Completed									
PR-2-09	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	65.60	NA	5		33.27		
PR-4 - Missed Appointment									
PR-4-01	% Missed Appointment - Verizon - Total	Parity with IXC / FGD	0.00	0.00	6044	11261			
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	NA	NA					
PR-4-03	% Missed Appointment - Customer	None. Analysis Only	30.71	38.96					
PR-4-07	% On Time Performance - LNP Only	95% on Time	99.20			9706			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with IXC / FGD	0.00	0.00	6044	6074			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	6044	6074			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	6044	6074			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.02	0.02	6044	11261		0.02	-0.06
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None. Analysis Only	0.00	0.00	6044	11261			

MAINTENANCE

MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	0.00	0.00	223099	342035		0.00	-1.21
MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	0.92	1.63	5	13			
MR-4-04	% Cleared (all troubles) within 24 Hours	100.00	100.00	5	13			
MR-4-05	% Out of Service > 2 Hours	0.00	30.77	5	13			
MR-4-06	% Out of Service > 4 Hours	0.00	15.38	5	13			
MR-4-07	% Out of Service > 12 Hours	0.00	0.00	5	13			
MR-4-08	% Out of Service > 24 Hours	0.00	0.00	5	13			
MR-5 - Repeat Trouble Report Rates								
MR-5-01	% Repeat Reports within 30 Days	20.00	0.00	5	13		21.05	0.95

NETWORK PERFORMANCE

NP-1 - Percent Final Trunk Group Blockage								
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	0.60	2.06	335	292		0.62	-2.36
NP-1-02	% FTG Exceeding Blocking Std. - (No Exceptions)	0.60	5.48	335	292		0.62	-7.92
NP-1-03	Number FTG Exceeding Blocking Std. - 2 Months		2		292			
NP-1-04	Number FTG Exceeding Blocking Std. - 3 Months		1		292			
NP-2 - Collocation Performance - New								
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days	100.00		2			
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days	NA					
NP-2-03	Average Interval - Physical Collocation	76 Days	81.46					
NP-2-04	Average Interval - Virtual Collocation	76 Days	NA					
NP-2-05	% On Time - Physical Collocation	95% on time	76.92		13			
NP-2-06	% On Time - Virtual Collocation	95% on time	NA					
NP-2-07	Average Delay Days - Physical Collocation	See Guidelines	10.00		3			
NP-2-08	Average Delay Days - Virtual Collocation	See Guidelines	NA					
NP-2 - Collocation Performance - Augment								
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days	100.00		121			
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days	NA					
NP-2-03	Average Interval - Physical Collocation	76 Days	76.25					
NP-2-04	Average Interval - Virtual Collocation	76 Days	NA					
NP-2-05	% On Time - Physical Collocation	95% on time	61.04		77			
NP-2-06	% On Time - Virtual Collocation	95% on time	NA					
NP-2-07	Average Delay Days - Physical Collocation	See Guidelines	12.87		30			
NP-2-08	Average Delay Days - Virtual Collocation	See Guidelines	NA					

Legend Notations defined on Legend sheet - last page

1 per DTE order issued 7/3/99 Decal

Carrier to Carrier
Performance Standards and Reports
Verizon Massachusetts December 2000

LEGEND

* = NY/NE Combined Measurement
** = NE Measurement
& = Resale/UNE Combined Measurement
UD = Performance metric is under development
NA = No Activity
TBD = Performance standard is to be determined
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Completed Within Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities
100% at least 48 hours before due date without facilities